

Position Title	Director, Property, Assets & Campus Services
Group/Portfolio	Corporate Services / Property, Assets & Campus Services (PACS)
Classification	Senior Manager
Position Number	00041771
Reports To	Chief Operating Officer
Employment Type	Fixed Term

THE ELEMENT

Property, Assets & Campus Services (PACS) provides an integrated, service-led approach to the planning, development, delivery, operation, maintenance and stewardship of the University's property, built assets, grounds and campus services. PACS is accountable for end-to-end ownership across the physical asset lifecycle and partners with University stakeholders to create safe, sustainable, resilient, inclusive and fit-for-purpose campus environments.

PACS comprises five integrated functional streams: Planning & Development; Environment & Biodiversity; Engineering, Governance & Assurance; Capital Works Delivery; and Facilities & Campus Services. Together, these functions connect campus master planning, commercial and space management, ecological stewardship, engineering and assurance, capital delivery, asset management, maintenance and campus operations.

ELIGIBILITY REQUIREMENTS

Tertiary qualifications relevant to the position. Relevant professional registration and postgraduate qualifications, such as an MBA or postgraduate qualification in asset, property, engineering, construction or facilities management, are desirable.

REPORTING RELATIONSHIPS

The Director, Property, Assets & Campus Services reports to the Chief Operating Officer and has five direct reports:

- Head of Planning & Development
- Head of Biodiversity & Environment
- Head of Engineering, Governance & Assurance
- Head of Capital Works Delivery
- Head of Facilities & Campus Services

POSITION PURPOSE AND EXECUTIVE LEADERSHIP MANDATE

The Director, Property, Assets & Campus Services is the University's senior executive leader for its property portfolio, physical assets, campus environments and associated services. As a member of the Corporate Services executive leadership team, the Director shapes enterprise strategy, advises the University Executive Group and governance forums, and is accountable for translating institutional priorities into measurable service, asset performance and campus outcomes.

The Director will establish and execute an integrated asset sustainability strategy that balances service demand, condition and criticality, climate resilience, lifecycle cost, carbon performance,

renewal risk and financial capacity over the short, medium and long term. Leading a multidisciplinary, geographically dispersed team of 85, the Director will integrate strategy, investment, delivery and operations across the asset lifecycle, enabled by contemporary technology, reliable data and transparent performance insight. The role exercises enterprise leadership beyond PACS, builds trusted partnerships, resolves competing priorities in Griffith's best interests, and sustains a constructive, service-oriented and high-performing culture.

POSITION OBJECTIVES

- Set the University's property, physical asset and campus services direction, aligned with institutional priorities and long-term sustainability.
- Create end-to-end accountability across the asset lifecycle, from strategy and planning through delivery, operation, renewal and disposal.
- Provide authoritative advice on asset risk, investment, infrastructure performance, campus development and emerging opportunities.
- Deliver safe, resilient, sustainable and fit-for-purpose campuses through an integrated, service-led operating model.
- Build a constructive, inclusive and accountable culture, supported by strong leadership capability, succession and workforce planning.
- Apply robust governance, assurance, data and performance disciplines to improve decisions, lifecycle outcomes, delivery confidence and value for money.

KEY ACCOUNTABILITIES

Executive and strategic leadership

- Shape University and Corporate Services strategy, bringing an enterprise perspective to property, infrastructure, sustainability, service delivery and organisational resilience.
- Provide trusted, evidence-based advice to the Vice-Chancellor, Chief Operating Officer, Executive Group, Council committees and other governance forums on priorities, investment choices, risks, performance and decisions.
- Set PACS' strategic direction and translate University priorities into sequenced plans, measurable outcomes and clear accountabilities.

Culture, leadership and organisational capability

- Model and embed a constructive culture in which people are respected, supported and empowered, with clear expectations for leadership, psychological safety, inclusion, service, integrity and accountability.
- Build a cohesive "One PACS" leadership team that works across professional and functional boundaries, resolves issues collectively and owns enterprise outcomes.
- Use effective listening, communication and feedback mechanisms, together with employee, customer and performance insights, to strengthen engagement and ways of working.
- Develop leaders, succession and talent pipelines; align workforce, capability and change plans with the future operating model; recognise achievement and address behaviours that undermine the desired culture.

Property, asset and campus stewardship

- Own the University's integrated property, campus, space and asset sustainability strategies, connecting campus master plans, the Asset Management Plan, service plans and the Capital Management Plan to a single, risk-based investment and execution roadmap.
- Establish quantified outcomes for asset condition, utilisation, reliability, resilience, accessibility, energy and carbon performance, lifecycle cost and customer experience, with clear milestones and accountabilities.
- Align biodiversity and landscaping, engineering assurance, capital delivery, facilities management, commercial property, space management and campus services across the lifecycle.
- Provide strategic leadership for ecological stewardship, climate adaptation, fire and land management, renewal and responsible use of the University's estate.

Capital portfolio and commercial leadership

- Provide oversight of the capital works portfolio, aligning investment priorities, sequencing, procurement, delivery and benefits with approved strategy, risk appetite and financial capacity.
- Oversee the business cases, tender evaluation, contracts, variations, project assurance, commissioning and transition to operations, with transparent reporting and timely escalation of material risks.
- Lead PACS' commercial activities to balance financial sustainability, value creation, risk management and service outcomes.

Service, technology and stakeholder outcomes

- Champion a service-led operating model with clear service ownership, outcome-based standards, integrated delivery pipelines and consistent experiences for students, staff, visitors and partners. Define and report the service, asset and customer outcomes PACS will deliver, using co-design, customer insight, benchmarking and benefits realisation to improve priorities and performance.
- Lead a technology-enabled asset and service management roadmap, in partnership with Digital Solutions, that integrates enterprise asset management, spatial and building information, condition and utilisation data, workflow automation, mobility, analytics and emerging technologies to improve investment decisions, predictive maintenance, self-service, field productivity and operational control.
- Ensure effective delivery of asset management, maintenance, cleaning, security, contractor management, campus operations, parking, commercial services and student accommodation oversight, while maintaining operational continuity and leading responses to critical incidents and disruptions.

Governance, risk, assurance and performance

- Maintain integrated governance, decision rights, policies, standards and assurance frameworks across PACS.
- Ensure compliance with legislation, codes, regulatory obligations and University policy, including health and safety, environmental, building, emissions, traffic and parking, integrity, fraud and corruption control requirements.
- Manage material risks within the University's risk appetite through effective controls, assurance, reporting and timely remediation.
- Use reliable data, meaningful KPIs and benchmarking to drive accountability and improvement, while operating within approved delegations and budgets to demonstrate value for money.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

CRITICAL INTEGRITY RESPONSIBILITY

This is a critical position for fraud and corruption control in the University. The Director must understand the University's Fraud and Corruption Control Framework and ensure that prevention, detection, reporting and response controls are effectively designed, implemented and monitored across PACS. The Director is expected to model the University's Code of Conduct and demonstrate fairness, ethics, professionalism and accountability in all decisions and interactions.

FINANCIAL DELEGATION

Financial delegations apply in accordance with the University's approved delegations framework and may be amended from time to time. The role is accountable for exercising delegated authority with sound judgement, integrity, transparency and appropriate assurance.

KEY CAPABILITIES

Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success in the rapidly changing future world of work. The Griffith University Capability Development Framework provides a common language for the non-technical organisational skills that support staff to thrive now and into the future. For this position, please see the Leads Others section of the [Capability Development Framework](#)

BENEFITS AND CONDITIONS

Employment benefits and conditions are provided in accordance with Griffith University policies, applicable industrial instruments and the terms of appointment. Further information is available through the University's staff employment resources.

Griffith is committed to diversity and inclusion for people from all backgrounds and identities and to recognising, valuing and respecting the contribution of the First Peoples of this nation. Griffith supports professional development, career progression and flexible working arrangements.